



Retail, including Grocery Stores, Pharmacy, Convenience Stores

Utah's Moderate Risk Phase Guidelines



Moving to orange

A color-coded health guidance system has been developed by the State of Utah to guide health behaviors for individuals and businesses. Each level of the dial is guided by a rigorous measurement system which can be different by each region, county, city, or community.

Retail establishments create a safe environment for customers and staff with frequent reminders on distancing and hygiene. Monitor employees for symptoms. Customers and employees wear face coverings.

- Follow all employer guidelines (see below)
- Both customers and employees wear face coverings
- Maintain signage to remind and help individuals stand at least 6 feet apart, including outside when in line, and in store check-out lines
- Assign an employee to disinfect carts and baskets after each use
- Maximum number of patrons must be such that a 6-foot distance between patrons and employees can be easily maintained (1 person per 100 square feet)
- Provide hand sanitizer at checkout counters and entrance/exit
- Limit purchase quantities on certain goods selling out quickly; this will help maintain ability to meet needs of patrons and limit crowds and lines
- Set an established daily window of time for high-risk individuals to come in without pressure from crowds
- Staff may only come closer than 6 feet to other staff and customers when accepting payment or delivering goods or services if wearing face covering
- One-way aisles to support physical distancing
- Discourage bringing kids or strollers into stores when possible to allow as much space as possible in aisles
- Consider installing a clear plastic partition between cashier and customer where it is not possible to maintain 6 feet of distance
- Deliver products through curbside pick-up or delivery
- Make regular announcements to remind customers to follow physical distancing guidelines

Specific Guidance for Grocery & Pharmacy

- Separate order and delivery areas to keep customers from waiting too long in confined areas together



- Prevent people from self-serving any food items that are ready to eat and are not prepackaged; does not include fresh produce
- Only make bulk items available if they are individually packaged
- Do not allow individuals to bring their own bags, mugs, or other reusable items from home
- If possible, waive prescription delivery fees

General Employer Guidelines

Employers exercise extreme caution, with employees working remotely, evaluating workforce concerns, and enacting strategies to minimize economic impact. Businesses that necessitate on-site work should monitor workforce for symptoms and well-being.

- Employers take extreme precautions
- Provide accommodations to high-risk employees
- Employees and volunteers operate remotely, unless not possible
- Symptom* checking in business interactions
- Face coverings worn in settings where other social distancing measures are difficult to maintain; ensure that face coverings are available
- Make every possible effort to enable working from home as a first option; where not possible, workplaces comply with distancing and hygiene guidelines
- Minimize face-to-face interactions, including with customers (e.g. utilize drive-thru, install partitions)
- Where distancing and hygiene guidelines cannot be followed in full, businesses should consider whether that activity needs to continue for the business to operate
- Eliminate unnecessary travel and cancel or postpone in-person meetings, conferences, workshops, and training sessions
- Require employees to self-quarantine when returning from high-risk areas
- Employers evaluate workforce strategy and concerns and enact strategies to minimize economic impact
- Employers must not allow any individuals under isolation or quarantine to come to work at any time unless authorized by LHD

¹ Symptoms include fever of 100.4 degrees Fahrenheit or above, cough, trouble breathing, sore throat, sudden change in taste or smell, muscle aches or pains

